

DDA 77-0522

1 FEB 1977

MEMORANDUM FOR: Director of Personnel

STATINTFROM : [REDACTED]  
Chief, Management & Assessment Staff, DDA

SUBJECT : Efficiency Evaluation Study of Applicant  
Processing Data Controls

REFERENCE : OP Study, Same Subject, dated 22 December  
1976

The attached is forwarded for your information and  
action.

[REDACTED]

STATINTL

Attachment:  
M&AS Memo to DDA dated 19 January 1977

Distribution:

Original - Addressee w/att.	- 2 -	DDA/M&AS w/att.
1 - DDA Subject w/att.	1 -	DDA Chrono w/att.
1 - Analysis Group, O/Compt. w/att.		

STATINTL DDA/M&AS: [REDACTED]:sh/5226 (1 February 1977)

PERS 17-248

19 JAN 1977

MEMORANDUM FOR: Deputy Director for Administration

STATINTL FROM : [REDACTED]  
Chief, Management & Assessment Staff, DDA

SUBJECT : Efficiency Evaluation Study of Applicant Processing Data Controls

REFERENCE : OP Study, Same Subject, Dated 22 December 1976

1. The attached study was forwarded by the Director of Personnel with reference to the Presidential Management Initiatives, specifically the item concerning efficiency evaluation studies. This was identified to OMB as a study being undertaken by the Agency.

2. The study explores the conversion of a card file control system to a purchased mini-computer. The card file keeps track of the 6300 applicant files received each year, serves as a record of action taken on applicant files, and is a source of reports on those files. At a cost of \$77,000, spread over its five-year expected life, the computer system would permit \$127,000 worth of personnel resources, during the five-year period, to be applied to other functions in OP. The computer system would also allegedly correct inefficiencies in report preparation, reduce the number of lost files, speed up movement of files, and in general make for a more efficient process.

3. The study also considers leasing three high-speed word processing machines to replace existing outdated equipment used to prepare the 36,000 letters sent each year to applicants. At a cost of about \$20,000 per year, this equipment would release one clerk-typist for other duties in OP, would improve quality of supervision, speed up letter preparation, and generally improve quality of service.

4. The survey offers the prospect of improved efficiencies and significant savings. It is recommended that you return the study to the Director of Personnel endorsing the concept and urging that he proceed, in the normal, prescribed manner, with coordination of the proposal with ODP and ISAS, budgeting for the requirement, etc.

[REDACTED] STATINTL

Attachment:  
OP Study as stated

STATINTL APPROVED: [REDACTED]  
Deputy Director for Administration

5-2-77  
Date

DISAPPROVED:  
Deputy Director for Administration

\_\_\_\_\_  
Date

## OFFICIAL ROUTING SLIP

TO	NAME AND ADDRESS		DATE	INITIALS
1	Fred Harvey		28 JAN 1977	J
2	Room 5E-58 Headquarters			
3	DC 18 HQ.			
4	C/M&AS	[REDACTED]		
5				
6				
ACTION	DIRECT REPLY	PREPARE REPLY		
APPROVAL	DISPATCH	RECOMMENDATION		
COMMENT	FILE	RETURN		
CONCURRENCE	INFORMATION	SIGNATURE		

## Remarks:

Next time you come  
up, please talk to me  
about this

STATINTL  
Att: DDA 77-0340

STATINTL

## FOLD HERE TO RETURN TO SENDER

FROM: NAME, ADDRESS AND PHONE NO.	DATE
DD/Administration 7D24 5454	27 JAN 1977
UNCLASSIFIED	CONFIDENTIAL
SECRET	

FORM NO. 237 Use previous editions  
1-67

\*USGPO: 1976 - 202-953 (40)

UNCLASSIFIED INTERNAL CONFIDENTIAL SECRET

Approved For Release 2001/07/16 : CIA-RDP79-00498A000300050024-7

## ROUTING AND RECORD SHEET

PERS 76-3882

SUBJECT: (Optional)

Efficiency Evaluation of Applicant Processing

DD/A Registry  
76-6421

3a

FROM: Director of Personnel 5 E 58, Hqs.		EXTENSION 6825	NO.	
			DATE 29 DECEMBER	
TO: (Officer designation, room number, and building)	DATE		OFFICER'S INITIALS	COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)
	RECEIVED	FORWARDED		
1. Deputy Director for Administration				
2. 7 D 26, Hqs.				
3.				
4.				
5. Comptroller 4 E 42, Hqs.				
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The attached study is a project being tracked under the PMI.

FORM  
3-62

610 USE PREVIOUS EDITIONS

 SECRET CONFIDENTIAL INTERNAL  
USE ONLY UNCLASSIFIED

EFFICIENCY EVALUATION

OF

APPLICANT PROCESSING

[REDACTED] ATINTL  
OP/Plans Staff

22 December 1976

### 1. Introduction

The purpose of this project was to survey a system on data control of applicant processing to seek cost savings and service improvement. This study determined the efficiency and effectiveness of using a computer to control applicant files, and to record and summarize data on numbers of files, movement of files, length of time in process, EEO reports and the disposition of files. The project also examined the use of high speed word processing equipment to reduce personnel costs and to improve service to applicants.

In addition the project studied the impact of current and anticipated new requirements in applicant data control. Assessments were made as to whether the program is accomplishing its stated (or perceived) goals, and whether the program would be able to function given new goals or requirements.

### 2. Problem

The main problem in the control of applicant data can be summed up in one word...."volume". The applicant process puts into the system 4,300 professional files and 2,000 clerical files, and requires the production of 36,000 letters per year. To these letters and files is added the record of actions taken on each application. All data must be recorded and be accessed in a timely manner.

Under certain conditions, volume would not be a problem. For example, if it were possible to expand the staff concerned with applicant processing by an unlimited number, it would be very easy to cope with almost any volume. Such expansion is unlikely. It is probable the workload will increase with the new reports now required.

The answer therefore is a more efficient operation,--a system that through better methods and increased productivity can do more with less people.

### 3. Actions Taken To Increase Productivity

Some of the steps to increase productivity have already been taken. For example, the use of preprinted letters for interim notifications and courtesy replies has been initiated and already expanded in scope. This increased use of preprinted letters has saved about one clerk-typist (GS-4) day per week, has reduced the in-office time necessary to prepare the letters and has decreased the extent of review of letters

before release. (The letters now preprinted were previously prepared on out-moded word processing equipment in the Correspondence Branch, and required careful review because the machines misprinted frequently).

To cut mailing costs, the use of less expensive mail rates has been introduced. Historically, all printed matter relating to applicants was sent first class mail. Now the use of third class mail for some printed material has cut the cost of postage.

These two steps have increased productivity and have resulted in cost savings in an area which would best be termed "support of applicant data". Obviously by improving the support function we can devote more resources to the control of applicant data. There are even further enhancements to the support role such as an introduction of high speed word processing equipment. But first, the justification for an improved control function must be made.

#### 4. Control Function

The control function now depends on three banks of three by five cards: the largest file, which is maintained by Correspondence Branch, houses some 100,000 cards, the smallest is maintained by Clerical Staffing with about 500 cards, and in the middle is Professional Staffing with about 800 cards.

The cards are used for essentially the same purpose: keeping track of files on applicants. That is, a file is logged out when it leaves the office and logged in upon its return. There are currently four individuals spending 90 percent of their time on this process, and two spending 10 percent.

Some of these persons are also responsible for producing reports about files overdue (have not been returned in allotted time) and about the type of files (special interest cases, mix of professional). The reports all require manual searching and tallying of the files.\* Time spent on this process makes up 10 to 15% of total time on the control function.

The next question, of course, is /how well does the current control function work? The answer would have to be that it works, but there is considerable room for improvement. For example, the amount of time spent looking for "lost" files amounts to about 10% to 15% of control processing time. "Lost" files are files that someone failed to log out, the log card was misfiled, the wrong name used, or whatever. The point is that control of the file was temporarily lost and in some cases may be permanently lost.

\*Note: special reports require additional person power!

The current system does not provide a quick way to report on items contained in the card files. All reports must be done by hand and when 100,000 cards are involved, the process becomes too laborious and time consuming to be efficient.

Under the current method there is no systematic way to purge out-moded data. When more than two years have elapsed since the last contact with an applicant, there is no reason to maintain any longer the file card on that applicant. In order to purge these "inactive" cards it takes a "summer employee" about three months to remove outdated cards from the Correspondence Branch card files.

With the current system it is almost impossible to locate misfiled cards. Since all cards are filed alphabetically, a card is sometimes in the wrong alphabetical position in the card trays.

There is no multiple access now to the basic file cards in Correspondence Branch, therefore Professional Selection Branch and Clerical Selection Branch must create their own file cards to permit logging and noting of historical data. Consequently, there are redundant card files on applicants.

One of the major drawbacks to the present system is the impracticality of logging applicant files in and out of Correspondence Branch, when files are in the office momentarily to have a letter prepared and then are to be returned to another branch. The clerks simply do not have the time to process the high volume of these files and still remain current in their other duties.

Problems with the current system are:

- \*amount of time spent looking for lost files;
- \*no efficient reporting capability on maintained data;
- \*retiring inactive cards is a very costly operation;
- \*misfiled cards cannot be located;
- \*no multiple access to data - therefore, three redundant systems; and
- \*no practical way to log files in and out of Correspondence Branch.

The possibility of utilizing the Agency's present on-line computer for applicant data control was explored. However, this approach encountered problems which precluded extensive use of computers. Problems

were: poor on-line reliability, poor response time, major coding and keypunching efforts needed for data entry, and inflexible reporting of stored data.

### 5. Alternate Approach -- A Minicomputer System

To improve control of applicant files and provide a means by which reports on applicants can be made in an efficient manner, a minicomputer based applicant control system is imperative. A mini-computer system allows on-line access of applicant data, up-to-date reporting on data in the system, and good reliability. The system allows multiple access to the data base, and eliminates the keeping of redundant files.

A significant aspect of the system is its ability to integrate into the normal office function and the ease of utilizing the system as a basis for applicant data control. For example, a typical initial system configuration consists of a minicomputer and three terminals. The minicomputer will be used to replace the current Correspondence card file. By replacing the current card files with a minicomputer, all the logging of files will be maintained on one data base thus eliminating three manual filing systems.

Such a system will immediately release one GS-4 file clerk for other duties, and will significantly reduce the workload of three other clerks. Since the current workload is such that a backlog of files is usually the case, by reducing the workload applicant files will be processed more quickly.

It is possible to use a computer assigned file number to control the files rather than the current use of names. When a file is logged out to an office there will be none of the current inefficient process of pulling and refiling alphabetical cards. The process using the computer will require only inputting a file number and an office designation into the terminal, and this information is then ready to be accessed by all three branches.

Reports on files overdue will be produced automatically and reporting of historical data in the file becomes feasible. Through use of terminals, multiple access is possible and thus closer control of files will become a reality.

Another important aspect of such a system is its ability to adapt to new reporting requirements. With the current system, any new reporting requirement imposes added delays in the processing of applicant files. In order to collect and consolidate data, it is now necessary to stop the processing of applicant files and then turn to the reporting task. Any additional reporting requirements means less time can be spent on applicant processing. With a mini-computer based system, consolidation of the data will be done by the machine with the added advantage that a historical data base is being built.

The amount of time required to input the additional data for the historical base will be minimal in comparison to the amount of time now consumed by the preparation of applicant data.

#### 6. Cost Tradeoffs

With any new way of performing an operation, management needs to know the advantages to be derived from changing the current mode of operation. Long-term cost savings can be achieved by spending money on the right kind of equipment.

The minicomputer selected by this study as a basis for cost tradeoff analysis is the Microdata Reality System. This unit was selected because in an ORD financed study it satisfied established Agency requirements. Also the Reality was the only system which could be purchased for less than 85,000 dollars, including maintenance for five years. (See Appendix III).

At the time of writing of this report, the only major unresolved question which will affect ultimate Microdata computer system cost is the procurement of terminals. Since there may be a requirement to utilize TEMPEST\* terminals such as the Delta Data, which would be procured internally through ODP, the ultimate system cost may vary as much as 12,000 dollars.

The personnel costs against which the price of a minicomputer system must be compared are not always straight forward in their computation. It is necessary to make estimates of the time currently involved in the manual preparation of reports and multiply the hours and the current pay scale. In a survey of Staff Personnel Division, it was estimated there are five employees spending a total of 20 hours a week on the manual preparation of reports. The salaries expended in producing these reports are estimated to be 350 dollars per week.

It is feasible to do almost all of the reports as a byproduct of the minicomputer applicant control system. In particular, the delinquent file report which requires a full day to prepare would be automatically produced as a byproduct of the logging operation. There is also a requirement to produce the delinquent file report on a weekly basis which is not possible to do now because of the time necessary to prepare this report. A minicomputer system could cope with this additional report without additional personnel resources.

\*Citation suppressed

There are several quarterly reports and frequent ad hoc reports which can be produced by inputting codes into the minicomputer system. This capability will save hours of manual search and preparation of reports. In fact, the minicomputer system can have software designed to produce finished reports and thus save typing time as well.

If a minicomputer is used by Staff Personnel Division for generating reports, it is estimated that 80% of the current reports could be generated by the minicomputer. In terms of current personnel costs, this represents about 74,000 dollars over five years to produce these reports as they are currently being done. (80% x \$350 x 52 weeks x 5 years).

Since there is usually a backlog of files to be processed in Staff Personnel Division, any personnel resource which can be released from the reporting function will be utilized to process applicant files in a more timely manner.

In Correspondence Branch a minicomputer applicant control system will allow the logging of files to be done by one person. This means the cost of maintaining a card based applicant control system could be cut by about 53,000 dollars. (See Appendix II).

Implementation of a minicomputer applicant control system will realize a savings in personnel resources amounting to 127,000 dollars over a five year period. The minicomputer will cost a maximum of 79,000 dollars for the same period. Therefore, the minicomputer system will effect a minimum savings of 50,000 dollars in the control of applicant data over a five year period.

Many other tangible and intangible benefits will result from implementation of such a system:

- \*system integrates readily into normal office function;
- \*multiple access to data base;
- \*eliminates redundant card files;
- \*historical data base now feasible;
- \*ease of inputting and accessing data;
- \*files will move more rapidly between branches;
- \*better reporting capability;
- \*reduction in the number of "lost" files;
- \*future expansion capability;

- \*test ground for other Agency applications; and
- \*employee job enrichment.

There is a need for similar systems to control documents in the Agency, and the applicant control system could become a test for such applications. Even within the Office of Personnel there are several card-based control methods and, again, a successful applicant control system could be adapted to other types of applications.

It should be noted that ODP has encouraged components to utilize minicomputers in areas where a tie-in to the main computer system would not be appropriate. The applicant control system is just such an application. The on-line reliability and response time of the main system cannot support the applicant control system but a dedicated minicomputer can do the job.

## 7. Exploration of High Speed Word Processing Equipment

This study explored the application of high speed word processing equipment to reduce personnel costs and to improve service to applicants. This support function consists mainly of correspondence to applicants. The correspondence is comprised of letters in response to queries from applicants and the notifications to applicants of the status of their applications.

This operation creates 36,000 letters annually and is highly dependent on word processing equipment to produce these letters. Present out-dated word processing equipment used in Correspondence Branch consists of six paper tape fed typewriters. These machines are first generation word processing equipment; machines now on the market are fourth generation. Four of the machines now in use are more than eight years old (the usual working life of such a machine is five years), and as a result they are very unreliable.

Presently too much time (three to four hours per day) is spent by two supervisors (GS-9 and GS-11) who must proofread machine produced letters in their entirety. When the paper tape slips in the machine it produces a random string of letters which make no sense. This means that the supervisors' time which should be spent on office management and personnel supervision must be allocated to proofreading letters. Errors also mean that a letter must be retyped and additional delays are imposed. In addition, paper tape machines are not designed for editing letters already stored on tape. This is a distinct disadvantage which precludes individualizing letters.

To make a recommendation as to a replacement for the current word processing equipment, several manufacturers of word processing equipment were surveyed. Manufacturers included IBM, VYDEC, DEC, and Lexitron. Since installation of word processing equipment in outlying buildings requires TEMPEST testing, most machines had to be eliminated.

The preferred unit is the VYDEC machine which is currently undergoing TEMPEST testing. The VYDEC machine was determined to be most suitable because it is a CRT based word processing unit which permits easy editing. It allows sixty pages of letters to be stored on a single floppy disc, and the printer and CRT can be used independently. This means a letter can be composed from stored paragraphs and then printed while the next letter is being composed. When these factors are combined with the playout speed of 540 words per minute and the ease of operation, the VYDEC forms the basis for an efficient word processing operation.

The VYDEC machine has the added advantage of developing skills which are transferrable to other offices in the Agency. Since Correspondence Branch is an entry area for clericals new to the Agency, skills will be learned which will be easily utilized elsewhere in the Agency.

At least two machines will be needed to replace the six paper tape machines. Three machines are preferred: two machines will be utilized by clerk-typists preparing letters from stored paragraphs; and one machine will be used by the drafter of unique letters. The drafter will use the machine to compose letters on the CRT and then to print letters in final form. This will free a GS-4 clerk-typist, who now types these unique drafts, to do other duties in the office.

Appendix IV cites typical cost for a VYDEC word processing system and the cost of a preferred configuration.

OVERVIEW OF APPLICANT DATA FLOW

The following section gives a description of the flow of applicant data through the system. The description is separated into phases, each phase indicates a movement of the applicant through the hiring process.

Phase 1 can be considered as the point at which initial contact with the prospective employee is made. This contact can be an interview by a recruiter or a letter requesting employment information. It is at this point a contact card is made up, and if resume information is included, a file is made up.

Phase 2 of the process consists of obtaining enough information on the applicant so the initial review of the applicants' qualifications can be made. Generally, this phase of the process consists of getting a Personal History Statement on the individual and making up a file if a file has not already been made up.

Phase 3 in the process is an initial evaluation of the applicant's qualifications. At this point an applicant may be informed that there is no requirement for his/her particular skill/background, or the file may be passed on to Clerical Staffing or Professional Staffing for further review.

Phase 4 differs for clericals and professionals. Phase 4 for professionals consists of "shopping" files to components that may be interested in an individual. For clericals this phase consists of the evaluation of skills to find out if the qualifications exist.

Phase 5 consists of putting the applicant in process or the sending of a reject letter.

Phase 6 consists of entering an applicant on duty or the sending of a disqualification letter.

PERSONNEL COST SAVINGS

To compute direct personnel savings which would be brought about by a minicomputer applicant control system, several assumptions were made:

- 1) useful life of a computer based applicant control system would be approximately five years.
- 2) at least one of the current file clerks will be released for other duties.
- 3) A summer employee would not be required to purge the files.

<u>Type of Employee</u>	<u>Grade</u>	<u>Salary Range</u>	<u>Yearly Cost</u>
Summer	GS-3	7.6k	1.9k
File Clerk	GS-4/5	8.3 - 9.3.k	8.8k average 10.7k

$$10.7k \times 5 \text{ years} = \$53,500 *$$

\*The additional savings which would accrue to Staff Personnel Division have been discussed in the text.

COST OF MICRODATE REALITY MINICOMPUTER SYSTEM

	<u>COST</u>	<u>MAINTENANCE (5years)</u>
CPU & Tape Drive	30,450	13,500
32k core	7,200	3,000
10 Meg Byte Disk	5,000	900
(2) One Open Port	2,400	1,200
TI Thermal Printer	1,000	—
	<hr/>	<hr/>
	46,050	18,600

Total (maint. & hardware) less terminals 64,650

Terminals (3)	10,500	1,800
	<hr/>	<hr/>
	56,550	20,400

Total (maint. & hardware) including  
Microdata terminals 76,950

## APPENDIX IV

## Rental Cost\* of VYDEC Word Processing Equipment

	<u>Net Monthly Rental on Annual Contract</u>	<u>Installation Fee</u>	<u>Yearly (less Cost install)</u>
1 Machine (Model 1200)	\$ 552.90	\$110	\$ 6634.80
2 Machines (Model 1200)	\$1105.80	\$220	\$13269.60
3 Machines (Model 1200)	\$1658.70	\$330	\$19904.40

\*(includes maintenance)

Training

Free for two operators per machine rented. VYDEC has indicated that it will also provide training for handicapped operators (Correspondence Branch has one handicapped clerk-typist).

19 JAN 1977

MEMORANDUM FOR: Deputy Director for Administration

STATINT<sup>L</sup> FROM : [REDACTED] Chief, Management & Assessment Staff, DDA  
SUBJECT : Efficiency Evaluation Study of Applicant Processing Data Controls  
REFERENCE : OP Study, Same Subject, Dated 22 December 1976

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[REDACTED] STATINTL

Attachment:  
OP Study as stated

Distribution:  
Original - Addressee w/att.  
2 - DDA/M&AS w/l cy. att.

STATINTL DDA/M&AS: [REDACTED] :sh/5226 (18 January 1977)

APPROVED: \_\_\_\_\_ Deputy Director for Administration \_\_\_\_\_ Date

DISAPPROVED: \_\_\_\_\_ Deputy Director for Administration \_\_\_\_\_ Date

UNCLASSIFIED INTERNAL  
USE ONLY CONFIDENTIAL SECRET

Approved For Release 2001/07/16 : CIA-RDP79-00498A000300050024-7 76-3882

## ROUTING AND RECORD SHEET

SUBJECT: (Optional)

Efficiency Evaluation of Applicant Processing

DD/A Registry

76-6421

163a

REFERENCE

FROM: Director of Personnel 5 E 58, Hqs.		EXTENSION 6825	NO.
TO: (Officer designation, room number, and building)	DATE		OFFICER'S INITIALS
	RECEIVED	FORWARDED	
1. Deputy Director for Administration			
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610 USE PREVIOUS EDITIONS

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USE ONLY UNCLASSIFIED

Approved For Release 2001/07/16 : CIA-RDP79-00498A000300050024-7

EFFICIENCY EVALUATION  
OF  
APPLICANT PROCESSING

STATINTL

[REDACTED]  
OP/Plans Staff

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- \*amount of time spent looking for lost files;
- \*no efficient reporting capability on maintained data;
- \*retiring inactive cards is a very costly operation;
- \*misfiled cards cannot be located;
- \*no multiple access to data - therefore, three redundant systems; and
- \*no practical way to log files in and out of Correspondence Branch.

The possibility of utilizing the Agency's present on-line computer for applicant data control was explored. However, this approach encountered problems which precluded extensive use of computers. Problems

were: poor on-line reliability, poor response time, major coding and keypunching efforts needed for data entry, and inflexible reporting of stored data.

### 5. Alternate Approach -- A Minicomputer System

To improve control of applicant files and provide a means by which reports on applicants can be made in an efficient manner, a minicomputer based applicant control system is imperative. A minicomputer system allows on-line access of applicant data, up-to-date reporting on data in the system, and good reliability. The system allows multiple access to the data base, and eliminates the keeping of redundant files.

A significant aspect of the system is its ability to integrate into the normal office function and the ease of utilizing the system as a basis for applicant data control. For example, a typical initial system configuration consists of a minicomputer and three terminals. The minicomputer will be used to replace the current Correspondence card file. By replacing the current card files with a minicomputer, all the logging of files will be maintained on one data base thus eliminating three manual filing systems.

Such a system will immediately release one GS-4 file clerk for other duties, and will significantly reduce the workload of three other clerks. Since the current workload is such that a backlog of files is usually the case, by reducing the workload applicant files will be processed more quickly.

It is possible to use a computer assigned file number to control the files rather than the current use of names. When a file is logged out to an office there will be none of the current inefficient process of pulling and refiling alphabetical cards. The process using the computer will require only inputting a file number and an office designation into the terminal, and this information is then ready to be accessed by all three branches.

Reports on files overdue will be produced automatically and reporting of historical data in the file becomes feasible. Through use of terminals, multiple access is possible and thus closer control of files will become a reality.

Another important aspect of such a system is its ability to adapt to new reporting requirements. With the current system, any new reporting requirement imposes added delays in the processing of applicant files. In order to collect and consolidate data, it is now necessary to stop the processing of applicant files and then turn to the reporting task. Any additional reporting requirements means less time can be spent on applicant processing. With a minicomputer based system, consolidation of the data will be done by the machine with the added advantage that a historical data base is being built.

The amount of time required to input the additional data for the historical base will be minimal in comparison to the amount of time now consumed by the preparation of applicant data.

#### 6. Cost Tradeoffs

With any new way of performing an operation, management needs to know the advantages to be derived from changing the current mode of operation. Long-term cost savings can be achieved by spending money on the right kind of equipment.

The minicomputer selected by this study as a basis for cost tradeoff analysis is the Microdata Reality System. This unit was selected because in an ORD financed study it satisfied established Agency requirements. Also the Reality was the only system which could be purchased for less than 85,000 dollars, including maintenance for five years. (See Appendix III).

At the time of writing of this report, the only major unresolved question which will affect ultimate Microdata computer system cost is the procurement of terminals. Since there may be a requirement to utilize TEMPEST\* terminals such as the Delta Data, which would be procured internally through ODP, the ultimate system cost may vary as much as 12,000 dollars.

The personnel costs against which the price of a minicomputer system must be compared are not always straight forward in their computation. It is necessary to make estimates of the time currently involved in the manual preparation of reports and multiply the hours and the current pay scale. In a survey of Staff Personnel Division, it was estimated there are five employees spending a total of 20 hours a week on the manual preparation of reports. The salaries expended in producing these reports are estimated to be 350 dollars per week.

It is feasible to do almost all of the reports as a byproduct of the minicomputer applicant control system. In particular, the delinquent file report which requires a full day to prepare would be automatically produced as a byproduct of the logging operation. There is also a requirement to produce the delinquent file report on a weekly basis which is not possible to do now because of the time necessary to prepare this report. A minicomputer system could cope with this additional report without additional personnel resources.

\*emission suppressed

There are several quarterly reports and frequent ad hoc reports which can be produced by inputting codes into the minicomputer system. This capability will save hours of manual search and preparation of reports. In fact, the minicomputer system can have software designed to produce finished reports and thus save typing time as well.

If a minicomputer is used by Staff Personnel Division for generating reports, it is estimated that 80% of the current reports could be generated by the minicomputer. In terms of current personnel costs, this represents about 74,000 dollars over five years to produce these reports as they are currently being done. (80% x \$350 x 52 weeks x 5 years).

Since there is usually a backlog of files to be processed in Staff Personnel Division, any personnel resource which can be released from the reporting function will be utilized to process applicant files in a more timely manner.

In Correspondence Branch a minicomputer applicant control system will allow the logging of files to be done by one person. This means the cost of maintaining a card based applicant control system could be cut by about 53,000 dollars. (See Appendix II).

Implementation of a minicomputer applicant control system will realize a savings in personnel resources amounting to 127,000 dollars over a five year period. The minicomputer will cost a maximum of 79,000 dollars for the same period. Therefore, the minicomputer system will effect a minimum savings of 50,000 dollars in the control of applicant data over a five year period.

Many other tangible and intangible benefits will result from implementation of such a system:

- \*system integrates readily into normal office function;
- \*multiple access to data base;
- \*eliminates redundant card files;
- \*historical data base now feasible;
- \*ease of inputting and accessing data;
- \*files will move more rapidly between branches;
- \*better reporting capability;
- \*reduction in the number of "lost" files;
- \*future expansion capability;

- \*test ground for other Agency applications; and
- \*employee job enrichment.

There is a need for similar systems to control documents in the Agency, and the applicant control system could become a test for such applications. Even within the Office of Personnel there are several card-based control methods and, again, a successful applicant control system could be adapted to other types of applications.

It should be noted that ODP has encouraged components to utilize minicomputers in areas where a tie-in to the main computer system would not be appropriate. The applicant control system is just such an application. The on-line reliability and response time of the main system cannot support the applicant control system but a dedicated minicomputer can do the job.

## 7. Exploration of High Speed Word Processing Equipment

This study explored the application of high speed word processing equipment to reduce personnel costs and to improve service to applicants. This support function consists mainly of correspondence to applicants. The correspondence is comprised of letters in response to queries from applicants and the notifications to applicants of the status of their applications.

This operation creates 36,000 letters annually and is highly dependent on word processing equipment to produce these letters. Present out-dated word processing equipment used in Correspondence Branch consists of six paper tape fed typewriters. These machines are first generation word processing equipment; machines now on the market are fourth generation. Four of the machines now in use are more than eight years old (the usual working life of such a machine is five years), and as a result they are very unreliable.

Presently too much time (three to four hours per day) is spent by two supervisors (GS-9 and GS-11) who must proofread machine produced letters in their entirety. When the paper tape slips in the machine it produces a random string of letters which make no sense. This means that the supervisors' time which should be spent on office management and personnel supervision must be allocated to proofreading letters. Errors also mean that a letter must be retyped and additional delays are imposed. In addition, paper tape machines are not designed for editing letters already stored on tape. This is a distinct disadvantage which precludes individualizing letters.

To make a recommendation as to a replacement for the current word processing equipment, several manufacturers of word processing equipment were surveyed. Manufacturers included IBM, VYDEC, DEC, and Lexitron. Since installation of word processing equipment in outlying buildings requires TEMPEST testing, most machines had to be eliminated.

The preferred unit is the VYDEC machine which is currently undergoing TEMPEST testing. The VYDEC machine was determined to be most suitable because it is a CRT based word processing unit which permits easy editing. It allows sixty pages of letters to be stored on a single floppy disc, and the printer and CRT can be used independently. This means a letter can be composed from stored paragraphs and then printed while the next letter is being composed. When these factors are combined with the playout speed of 540 words per minute and the ease of operation, the VYDEC forms the basis for an efficient word processing operation.

The VYDEC machine has the added advantage of developing skills which are transferrable to other offices in the Agency. Since Correspondence Branch is an entry area for clericals new to the Agency, skills will be learned which will be easily utilized elsewhere in the Agency.

At least two machines will be needed to replace the six paper tape machines. Three machines are preferred: two machines will be utilized by clerk-typists preparing letters from stored paragraphs; and one machine will be used by the drafter of unique letters. The drafter will use the machine to compose letters on the CRT and then to print letters in final form. This will free a GS-4 clerk-typist, who now types these unique drafts, to do other duties in the office.

Appendix IV cites typical cost for a VYDEC word processing system and the cost of a preferred configuration.

OVERVIEW OF APPLICANT DATA FLOW

The following section gives a description of the flow of applicant data through the system. The description is separated into phases, each phase indicates a movement of the applicant through the hiring process.

Phase 1 can be considered as the point at which initial contact with the prospective employee is made. This contact can be an interview by a recruiter or a letter requesting employment information. It is at this point a contact card is made up, and if resume information is included, a file is made up.

Phase 2 of the process consists of obtaining enough information on the applicant so the initial review of the applicants' qualifications can be made. Generally, this phase of the process consists of getting a Personal History Statement on the individual and making up a file if a file has not already been made up.

Phase 3 in the process is an initial evaluation of the applicant's qualifications. At this point an applicant may be informed that there is no requirement for his/her particular skill/background, or the file may be passed on to Clerical Staffing or Professional Staffing for further review.

Phase 4 differs for clericals and professionals. Phase 4 for professionals consists of "shopping" files to components that may be interested in an individual. For clericals this phase consists of the evaluation of skills to find out if the qualifications exist.

Phase 5 consists of putting the applicant in process or the sending of a reject letter.

Phase 6 consists of entering an applicant on duty or the sending of a disqualification letter.

PERSONNEL COST SAVINGS

To compute direct personnel savings which would be brought about by a minicomputer applicant control system, several assumptions were made:

- 1) useful life of a computer based applicant control system would be approximately five years.
- 2) at least one of the current file clerks will be released for other duties.
- 3) A summer employee would not be required to purge the files.

<u>Type of Employee</u>	<u>Grade</u>	<u>Salary Range</u>	<u>Yearly Cost</u>
Summer	GS-3	7.6k	1.9k
File Clerk	GS-4/5	8.3 ~ 9.3.k	<u>8.8k average</u> <u>10.7k</u>

$$10.7k \times 5 \text{ years} = \$53,500 *$$

\*The additional savings which would accrue to Staff Personnel Division have been discussed in the text.

COST OF MICRODATE REALITY MINICOMPUTER SYSTEM

	<u>COST</u>	<u>MAINTENANCE (5years)</u>
CPU & Tape Drive	30,450	13,500
32k core	7,200	3,000
10 Meg Byte Disk	5,000	900
(2) One Open Port	2,400	1,200
TI Thermal Printer	1,000	—
	<hr/>	<hr/>
	46,050	18,600

Total (maint. & hardware) less terminals 64,650

Terminals (3)	10,500	1,800
	<hr/>	<hr/>
	56,550	20,400

Total (maint. & hardware) including  
Microdata terminals 76,950

## APPENDIX IV

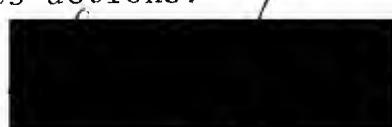
## Rental Cost\* of VYDEC Word Processing Equipment

	<u>Net Monthly Rental on Annual Contract</u>	<u>Installation Fee</u>	<u>Yearly (less Cost install)</u>
1 Machine (Model 1200)	\$ 552.90	\$110	\$ 6634.80
2 Machines (Model 1200)	\$1105.80	\$220	\$13269.60
3 Machines (Model 1200)	\$1658.70	\$330	\$19904.40

\*(includes maintenance)

Training

Free for two operators per machine rented. VYDEC has indicated that it will also provide training for handicapped operators (Correspondence Branch has one handicapped clerk-typist).

TRANSMITTAL SLIP		DATE 23 November 1976
TO:		
ROOM NO.	BUILDING	
REMARKS:  Attached for your information is the Office of the Comptroller monthly report to OMB for November 1976 on the Presidential Management Initiatives actions. 		
FROM:		
DDA/MAS		
ROOM NO. 7C18	BUILDING Hqs.	EXTENSION 5226

FORM NO. 241  
1 FEB 55REPLACES FORM 36-8  
WHICH MAY BE USED.

(47)

*See  
Compt  
Carrie sp.*

NOTE: Copies sent to each DDA Office Director plus A/I/DDA. (11/23/76)

ADMINISTRATIVE-INTERNAL USE ONLY

11 November 1976

MEMORANDUM FOR: Deputy Director for Administration

STATINTL  
FROM : [REDACTED]  
Chief, Management & Assessment Staff, DDA  
SUBJECT : Action Accountability for Taskings by  
DDCI and OMB on Position and Classification  
Management

1. This memorandum is to bring you up to date on the status of activity in response to DDCI and OMB direction on Position and Classification Management and to request your guidance on the record of DDA accountability.

FACTS:

A. On 10 August 1976, the DDCI in memo to Executive Secretary, Comptroller, and DD's, subject: "Additional Action Items Arising Out of the 1973 Program Review," directed in paragraph 5:

"You are requested to lend your cooperation and assistance to the Deputy Director of Administration for the purpose of considering a revision of the Occupational Coding System so that occupational codes will reflect more precisely the kinds of work actually expected from each position. This dovetails with a need to have a much more precise knowledge or inventory of our present position allocations related to these more precise definitions of the individual substantive assignments. By 4 January 1977, I would like to have from the DDA an assessment of the problem, a statement of the plans for solving it, and a target date for its completion."

B. We have been complying with the request by O/Comptroller to report monthly on the status of

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SUBJECT: Action Accountability for Taskings by DDCI and OMB  
on Position and Classification Management

each tasking under fact A above where we have primary accountability for action. Our most recent report, dated 5 November, states:

STATINTL "The Chief, Plans Staff, Office of Personnel, has been providing assistance as requested by [REDACTED] in the development of a plan for personnel-inventory by the Office of the Comptroller as of 31 October."

STATINTL C. Attached is an excerpt from the O/Comptroller October Progress Report to OMB on Presidential Management Initiatives dated 22 October 1976. This Action Plan has been prepared by the Office of the Comptroller [REDACTED]. For your information I have identified the changes from the first Action Plan submitted to OMB in August.

2. As is evident from the array of facts above, the O/Comptroller has effectively assumed action responsibility. They are planning, managing and administering the tasking--not DDA. What should we do to relieve ourselves of fact A paper accountability (including the monthly status report to O/Comptroller)?

[REDACTED] STATINTL

Attachments:

- (A) Excerpt from CIA October Progress Report from O/Comptroller to OMB
- (B) List of Changes from Action Plan Submitted to OMB in August

Distribution:

Original & 1 - Addressee w/att.  
2 - DDA/MAS w/att.

STATINTL DDA/MAS: [REDACTED] :sh/5226

CHANGES FROM ACTION PLAN SUBMITTED TO OMB IN AUGUST

1. This is the first time that report to OMB has described the "objective of the inventory . . ." (see second paragraph)

2. Action Step 1: Estimated completion dates for each milestone have slipped one month. Under "Remarks," it is noted that the schedule was revised to avoid interference with DDI organizational review.

3. Action Step 2: This action step, "Review inventory for evidence of excessive layering or subdivision," milestones and estimated completion dates are new. \*

4. Action Step 3: Estimated completion date has slipped from 28 February to 30 April 1977.

5. Action Step 4: This action step, "Establish guidelines for 'assistant to' positions," milestones and estimated completion dates are new. \*

6. Action Step 5: Completion date has slipped from 15 April to 30 September 1977.

\* This acknowledges PMI tasking. (By the way, O/P is working on similar tasking in response to CSC question.)

III. Position and Classification Management

One of the results of the review of the 1978 program in July 1976 was recognition by senior management of the Central Intelligence Agency of the need to have even more precise knowledge of how our present position allocations relate to individual substantive assignments. This has called into question the applicability of the present system of occupational coding.

The objective of the inventory is to determine in detail, for each component: (1) relationships between personnel carrying out missions and functions and those performing supervisory, administrative and supporting roles, (2) the number of supervisory echelons overlaying functional components, and (3) the relative distribution of personnel resources to substantive intelligence targets.

<u>Action Step</u>	<u>Milestone</u>	<u>Estimated Completion Date</u>	<u>Remarks</u>	
1)	Conduct inventory of personnel	Devise questions to be answered by inventory.	30 October 1976	Schedule revised to avoid interference with DDI organizational review.
		Plan implementation of inventory and make tentative work assignments.	15 November 1976	
		Complete directorate inventories.	15 December 1976	
		Compile results.	1 February 1977	
2)	Review inventory for evidence of excessive layering or subdivision	Complete review	15 March 1977	
		Develop recommendations	15 April 1977	
3)	Review personnel classification system in light of inventory results		30 April 1977	
4)	Establish guidelines for "assistant to" positions	Review inventory to determine current situation.	30 April 1977	
		Develop any necessary new guidelines.	15 June 1977	
5)	Adjust personnel classification system as necessary		30 September 1977	

11 November 1976

MEMORANDUM FOR THE RECORD

STATINTL FROM : [REDACTED]  
Chief, Management & Assessment Staff, DDA  
SUBJECT: DDA Input to November Status Report on  
Presidential Management Initiatives

STATINTL 1. We met with [REDACTED] from the Office of the Comptroller early this week. She has responsibility for pulling together and preparing the monthly status report required of the Agency by OMB on the Presidential Management Initiatives.

2. In response to our question, she stated that OMB does not require periodic reporting on the status of activities under the twelve Agency objectives. (PMI Initiative 1, Section II, MBO Program) Our only tentative requirement is an end-of-year report. She also stated that no further reporting action is required of DDA on Initiative 4, Section II, "Overhead Costs."

3. The single input she needs from DDA for the November report is action status on the efficiency evaluation being undertaken by ODP on "alternative data processing equipment." The Action Plan provides that the second milestone will have been completed by 31 October 1976. Attached is a copy of the Action Plan forwarded to OMB in August.

4. Jeri plans to submit the November report to OMB on/about 19 November. Therefore, the DDA input should be forwarded to her no later than cob 16 November.

[REDACTED]

STATINTL

Attachment:

Copy of Action Plan forwarded to OMB in August

cc: EO/DDA  
ODP  
O/Comptroller

EXCERPT FROM CIA MEMO TO OMB DATED 24 AUGUST 1976 (SIGNED BY  
E.H. KNOCHE)

F. Alternative Data Processing Equipment (began 1 July 1976)

Currently large scale computer systems are used in a central computer facility to provide computer services to a wide range of applications and users throughout the Agency. Many of the applications can be classified as information storage and retrieval applications. Information storage and retrieval systems have much commonality in the functions that are performed and the ADP techniques that are used to accomplish these functions. When large centralized computers are used for these applications, service to the customers is affected by competition for computer resources, interaction among applications which can slow down response time to one or more users, and occasional system outages. In this study, to be done partly by a contractor, we have selected an appropriate application involving a data base containing information on Special Clearances. Data will be converted for use on a minicomputer, programs will be prepared, and operational tests will be performed and evaluated to determine if the minicomputer can provide greater reliability (i.e., less downtime from system failure) and more effective response time for storage and retrieval functions at less cost.

<u>Action Steps</u>	<u>Estimated Completion Date</u>
a. Complete review of current methods for processing the application	31 July 1976
b. Complete conversion of current data base to suitable form for use with minicomputer	31 October 1976
c. Complete application programs for minicomputer	30 November 1976
d. Complete operational tests of minicomputer and application programs	31 December 1976
e. Complete evaluation and study report	31 January 1977

TOP SECRET

File # 816

9 November 1976

25X1A      MEMORANDUM FOR: Deputy Director for Administration  
 FROM : [REDACTED]  
               Chief, Management & Assessment Staff, DDA  
 SUBJECT : Major Questions - Number 35  
 REFERENCE : Memorandum for EAG Members from James H.  
               Taylor dated 25 September 1976, Subject:  
               An Agency Management Process

1. This question is, "How can we improve the perceived status of personnel in service versus production or collection elements?" You have been tasked with preparation by 1 March 1977 of a paper on the above subject for EAG review.
- 25X1A      2. I asked [REDACTED] to clarify the intent of the question. She tells me that this tasking stems from a question posed by Mr. Knoche in the Program Review. She gave me a copy of the section of the Program Review that deals with this subject (attached).
- 25X1A      3. You will note that the "service" in the question pertains to organizations such as [REDACTED] and NPIC. By footnote the Program Review makes reference to the Office of Communications and Security's Compartmented Information Branch as "services."
4. Would you want me to prepare for your signature a memo to the other Deputy Directors to suggest the approach that you have used, i.e., use of the Management Advisory Group to describe the perceptions and to recommend corrective action? Whatever--I will do nothing further until I hear from you.

[REDACTED] 25X1A

## Attachment:

Section of reference as stated

DOWNGRADED TO J-7110  
WHEN SEPARATED FROM  
ATTACHMENT.

## Distribution:

Original - Addressed P S E C R E T

1 - MAS Chrono

1 - MAS Subject

25X1A DDA/MAS: [REDACTED]:sh/5226 (9 November 1976)

UNCLASSIFIED INTERNAL  
ONLY CONFIDENTIALApproved For Release 2001/07/16 : CIA-RDP79-00498A000300050024-7  
ROUTING AND RECORD SHEET

STATINTL

SUBJECT: (Optional)

## INFORMATION MATERIAL

FROM:			EXTENSION	NO.
DDA/MAS 7C18, HQS.	STATINTL		5226	DATE 9 NOVEMBER 1976
TO: (Officer designation, room number, and building)	DATE		OFFICER'S INITIALS	COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)
	RECEIVED	FORWARDED		
1.				Attached for your information are the following:
2.				(1) Office of the Comptroller monthly reports to OMB for September and October 1976 on the Presidential Management Initiatives actions, and
3.				(2) A memorandum for Senior Agency Managers from the DDCI dated 28 October 1976, Subject: Recent and Potential Changes in CIA Management.
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				Distribution: 1 - Each Office Director 1 - A/I/DDA
12.				
13.				
14.				
15.				

(2) See [redacted]

STATINTL

*filed 11/10/76*